



CRS JOB DESCRIPTION

Job Title: Program Manager I – Monitoring, Evaluation, Accountability and Learning (MEAL)	Reports to: Deputy Head of Programs
Department: Program Quality	Salary Grade: 9
Location: Ha Noi	

Note: This position is contingent upon donor approval and funding.

About CRS

Catholic Relief Services is the official international humanitarian agency of the Catholic community in the United States. CRS works to *save, protect, and transform* lives in need in more than 100 countries, without regard to race, religion or nationality. CRS’ relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

CRS has been operating in Vietnam since 1994. In partnership with Government and other organizations, CRS implements programs in 13 provinces/cities in Vietnam. The Vietnam Country Program (CP) has a diverse funding base in the sectors of Disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

Job Summary

You will manage and provide technical oversight for Monitoring, Evaluation, Accountability and Learning (MEAL) in the development and implementation of the Country Program (CP) programming, particularly for large and complex projects, ensuring effective MEAL systems and processes are in place that support high-quality programming advancing Catholic Relief Services’ (CRS) work in serving the poor and vulnerable. Your MEAL-related management skills and knowledge will ensure that the CP delivers high-quality programming and continuously works towards improving the impact of its programming.

Roles and Key Responsibilities

- Provide management, guidance, and technical oversight for MEAL in all new and existing projects within the CP throughout the project cycle to ensure project design, start-up, implementation and close-out are in line with CRS quality principles and standards and MEAL policies, procedures, and practices; donor MEAL guidelines, and industry best practices.
- Champion the development of program learning – identify opportunities for learning, research and publications and implementation of MEAL policy. Facilitate the dissemination of promising practices and lessons learned to contribute to the agency

knowledge management agenda. Promote the application of learning to improve program quality and to strengthen agency influence among external stakeholders. Ensure integration of MEAL-related innovations and best practices.

- Contribute to the proactive pursuit of opportunities for new funding to ensure growth of the CP sector portfolio in line with agency, regional, and CP strategic priorities. Serve as the MEAL technical lead and technical writer to ensure quality proposals per agency and donor standards. Provide guidance and technical oversight for the design of project and sectoral theories of change, results frameworks, and Proframes. Contribute to MEAL budgeting and staffing plans and activities for proposals.
- Provide management, guidance, and technical oversight for the development and implementation of high-quality MEAL systems and processes, including ICT4MEAL and the application of responsible data principles as per agency and donor requirements. Promoting MEAL policies and industry good practices, champion the analysis and use of project performance data to inform decision-making and identify lessons learned. Facilitate connections between colleagues and peers to generate and share evidence-based learning.
- Provide management, guidance and technical oversight for project or program evaluation events and research, including the development of terms of reference or study protocols that include evaluation/learning questions, a balance of qualitative and quantitative methods, appropriate consideration of ethical and data protection standards, and the necessary technical rigor. Oversee the quality of evaluation data through good data management. Support the identification, recruitment, and management of external evaluators or research partners to ensure high quality evaluation, research, and learning.
- Oversee MEAL-related technical assistance and capacity strengthening activities for staff and partner organizations to enhance program quality and impact.
- Oversee the identification, assessment and strengthening of partnerships relevant to MEAL and the appropriate application of partnership concepts, tools and approaches.
- Effectively manage talent and supervise. Manage team dynamics and staff well-being. Provide coaching, strategically tailor individual development plans, contribute to the recruitment process of project staff, and complete performance management for direct reports.

Basic Qualifications

- Master's Degree in International Development, International Relations or in the field of evaluation or statistics required. Additional experience may substitute for some education.
- Minimum of 4 years experience, preferably with an international NGO. 2 years of Monitoring and Evaluation experience,
- Additional experience may substitute for some education.

Preferred Qualifications

- Good experience in project grants management, including project design, preferably for grants from multiple public donors, including USAID.
- Demonstrated ability to contribute to high quality technical proposals.

- Experience engaging with partner organizations
- MEAL skills and experience required.
- Staff management experience and abilities that are conducive to a learning environment.
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint), Web Conferencing Applications, information management systems.

Knowledge, Skills and Abilities

- Strong critical thinking and creative problem-solving skills with ability to make sound judgment.
- Strong relationship management skills and the ability to work effectively with culturally diverse groups.
- Strong written and verbal communication skills with ability to write reports
- Proactive, results-oriented, and service-oriented

Required Languages - Fluency in spoken and written Vietnamese and English

Travel - Must be willing and able to travel up to 35% of working time.

Agency REDI Competencies (for all CRS Staff)

Agency competencies clarify expected behaviors and attitudes for all staff. When demonstrated, they create an engaging workplace, help staff achieve their best, and help CRS achieve agency goals. These are rooted in the mission, values, and guiding principles of CRS and used by each staff member to fulfill his or her responsibilities and achieve the desired results.

- Personal Accountability – consistently takes responsibilities for one’s own actions.
- Acts with Integrity - consistently models values aligned with CRS Guiding Principles and mission. Is considered honest.
- Builds and Maintains Trust - shows consistency between words and actions.
- Collaborates with Others – works effectively in intercultural and diverse teams.
- Open to Learn – seeks out experiences that may change perspective or provide an opportunity to learn new things.

Agency Leadership Competencies:

- Lead Change – continually looks for ways to improve the agency through a culture of agility, openness, and innovation.
- Develops and Recognizes Others – builds the capacity of staff to reach their full potential and enhance team and agency performance.
- Strategic Mindset – understands role in translating, communicating, and implementing agency strategy and team principles.

Supervisory Responsibilities: 1 Project MEAL Manager, 1 Senior MEAL Officer & 1 MEAL Officer

Key Working Relationships:

Internal: Country Manager, Head of Programs-Cambodia & Vietnam, Program Managers, and Project Officers, Regional Technical Advisor for MEAL

External: Local partner staff, community members, consultants

****Our Catholic identity is at the heart of our mission and operations. Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. We welcome as a part of our staff people of all faiths and secular traditions who share our values and our commitment to serving those in need. CRS' processes and policies reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.*

Disclaimer: This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

CRS' talent acquisition procedures reflect our commitment to protecting children and vulnerable adults from abuse and exploitation.

CRS prioritizes candidates who are citizens/ permanent residents of the countries where we have CRS offices.

CRS is an Equal Opportunity Employer and does not discriminate on the basis of ethnicity, religion, sex, national origin, disability, or HIV/AIDs.

Application requirements

Individuals interested in this job are invited to submit your applications via email to Catholic Relief Services at: recruitment.vietnam@crs.org;

Applications in English should include:

- Curriculum Vitae with name and contact information of three references
- Application Letter
- Copies of degrees, certificates

Deadline for submission: **Dec 20, 2024**